



# MODEL OFFICE CONCEPT

---

DEPARTMENT OF PUBLIC SOCIAL SERVICES

OCTOBER 2018

# OVERVIEW

- **Background**
- **Goals**
- **Model Office Concept Vision**
- **Roles & Responsibilities**
  - **Navigator**
  - **Customer Service Representative**
  - **Customer Service Supervisor**
  - **Customer Service Liaison/ADA Supervisor**
  - **Cashier**
- **Self-Service Station**
- **Your Benefits Now (YBN) Features**



# BACKGROUND

- ❑ **DPSS customers were challenged with crowded lobbies and long wait times that impacted Districts' case processing and operations.**
- ❑ **DPSS implemented the Model Office Concept (MOC) in 31 district offices to streamline services and provide customers with a structured lobby**
- ❑ **MOC established access stations to resolve transactional issues, established self-service stations, and located Customer Service Liaisons in lobby to assist customers navigate through the system with a focus on individuals with disabilities.**



# GOALS



- ✓ **Decreased/Elimination of lines**
- ✓ **Decreased Customer wait times**
- ✓ **Organized lobby flow**
- ✓ **Quicker identification and assistance of Customers in need of Reasonable Accommodations**
- ✓ **Increased Customer Satisfaction**
- ✓ **Increased worker's desk time**



# MODEL OFFICE CONCEPT

## INTAKE & APPROVED CASE SERVICES



• Application for Benefits

• Appointments

### SERVICE AREAS

#### 1.0 EBT Card Replacement & Benefit Verification



- 1.1 EBT Card Replacement
- 1.2 Unlock/Change EBT PIN
- 1.3 Obtain Verification of Benefits
- 1.4 Obtain DMV Reduced Fee Waiver

#### 2.0 QR7-LA/SAR7



- 2.1 QR7-LA/SAR7 Inquiries and Submission
- 2.2 QR7-LA/SAR7 Verification Submission
- 2.3 Print QR7-LA/SAR7

#### 3.0 Customer Service Representative (CSR)



- 3.1 Persons Needing Special Accommodations
- 3.2 Assistance with FFC Youth Inquiries
- 3.3 Non-Appointment Walk-Ins
- 3.4 Courtesy EBT Card Replacement

#### 4.0 Document Submission & Scanning



- 4.1 Submit Documents to be Scanned through POSS

#### 5.0 IEVS/IFDS Worker



- 5.1 IEVS/IFDS Worker for Income Discrepancies

#### 6.0 Fingerprints



- 6.1 Fingerprinting

#### 7.0 Health Care Options Representative



- 7.1 Select/Change Health Insurance Plan

#### 8.0 Veteran Affairs Representative



- 8.1 Assistance with Veteran Affairs Inquiries

### SELF-SERVICE STATIONS

#### Computers & iPads – YBN



- Apply for Benefits
- Upload Verifications
- Submit QR7-LA/SAR7
- View EBT Information
- View Electronic Notices

#### Mobile Application



- View EBT Information
- Upload QR7-LA/SAR7 Verifications
- Upload Case Verifications

#### EDD Computers



- Access the Employment Development Department website

#### IVR/CSC Telephone



- Access Interactive Voice Response System (IVR) and/or Customer Service Center

### YOUR BENEFITS NOW (YBN) WEBSITE



- Apply for Benefits
- Upload Verifications
- Submit QR7-LA/SAR7
- View Electronic Notices
- Check Case Status Information
- 24/7 Access

### MAIL or FAX



- Mail or Fax in...
- Applications
- Documents
- QR7-LA/SAR7s
- Recertifications
- Redeterminations

### CUSTOMER SERVICE CENTER (CSC)



- Contact CSC for services including:
- Change address
- Add/Remove household members
- Check case status
- Check general program information

#### ONSITE CUSTOMER



Goes to District Office

#### NAVIGATING EW (NAVIGATOR)

- Greets customer
- Triage customer to intake & approved case services, service areas, and self-service stations

#### MAIL PICK-UP WINDOW



Homeless Mail  
• Pick up mail

#### OFFSITE CUSTOMER



- Home
- Community Partner
- Public Library
- Any location with internet access

# NAVIGATING ELIGIBILITY WORKER



The Navigator is the first point of contact & a critical role in ensuring that the Customer has a good experience. Also, they are critical in helping to maintain an efficient lobby flow.

- **Check-in customers** – Using the Mobile iPad to check in customers who have an appointment, applying for benefits, or Quick Service area.
- **Identify individuals** who may **need reasonable accommodations (NSA/ADA)** and provide a “Warm Hand Off” to the Customer Service Liaison (CSL) and/or the ADA Supervisor.
- **Triage customers** to the quick Service Areas expediting commonly requested services such as EBT Cards, QR7-LA, SAR7, etc.
- **Educate** customers on **Self-Service** options that allow online access to case information and services.

# CUSTOMER SERVICE REPRESENTATIVE



The goal of the CSR is to offer meaningful interactions that resolve requests at first point of contact.

**CSRs provide quick services without having to see a Case Carrying workers such as:**

- EBT Card Replacement.
- Verification of Benefits.
- QR7-LA/SAR7 review for completeness.
- Document submission while providing customer receipts.
- Other case related questions and other quick non-appointment transactions.

**CSRs ensure the accuracy of the District's Performance Outcomes by checking-in/out customers through LRS Reception Log.**

**CSRs promote Self-Service and distribute the YBN brochures.**



# CUSTOMER SERVICE SUPERVISOR



The Customer Service Supervisor (CSS) role is key in reinforcing a good customer experience and ensuring that all components of the Model Of Concept are always available.

**The CSS supports the CSR staff by ensuring the following:**

- CSR staff and back-ups are scheduled to cover service areas at all times.
- CSR staff are complying with check-in/out customers through LRS Reception Log.
- CSR staff are providing a “warm hand off” and expedited services to customers with special needs (ADA/NSA).
- Equipment is functioning properly, and signage is posted and legible.
- Compliance with Portable Equipment Log (PA540)
- Open and prompt communication with Administration and CSR staff regarding lobby operation.



# CUSTOMER SERVICE LIAISON/ADA SUPERVISOR



The CSL and the ADA Supervisor ensure that customers with disabilities are provided reasonable accommodations.

- **Ensure district office personnel adhere to ADA policies, including:**
  - Identify and assist persons with disabilities;
  - Clear inside and outside lines;
  - Expedite service for persons with disabilities as needed; and
  - Provide warm hand-offs of customers from one staff member to another.
- **Escalate customer service related issues** that cannot be resolved at the district office level.
- **Actively engage** district office administrators and staff to adhere to customer service initiatives.

# CASHIER



The Cashier plays an important role by providing the customer with timely issuances and efficient services.

- **Issue** EBT cards, temporary Medi-Cal Benefit Issuance Cards (BIC), transportation, and Live checks as soon as they appear on the assigned task.
- **Timely Issuances** – Cashier must ensure they issue the EBT cards on a flow basis. Holding the EBT cards until there are significant clients severely impacts the lobby traffic.
- **Monitor** and **update** LRS District Reception Log.
- **Promote** Self-Service by distributing the YBN brochures.

# SELF-SERVICE STATION

The Self-Service station at DPSS district lobbies is used to familiarize customers and bring awareness of the services available through Your Benefits Now (YBN).



- All-in-One Computer
- Keyboard/Mouse
- One-Touch Scanner
- Ergotron Desk
  - Height Adjustable (Sit-stand options)
  - Adjustable Monitor Arm
- Hand Sanitizer Dispenser
- E Wipes
- YBN Brochures
- YBN Self-Service Banner

# YOUR BENEFITS NOW (YBN) FEATURES



Computer

## ACCESSIBLE FROM

- Home
- Community Partner(s)
- Public Library
- DPSS district office
- Any location with internet access
- Mobile smart device

## YBN FEATURES

- Apply for Benefits
- Upload Verifications
- Submit QR7-LA/SAR7
- Check Case Status Information
- View EBT Information
- View Electronic Notices
- 24/7 Access



YBN Brochure



Mobile Smart  
Phone



# QUESTIONS?

